



U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT
WASHINGTON, DC 20410-3000

AUG 18 2013

OFFICE OF THE CHIEF HUMAN CAPITAL OFFICER

Mr. Shawn Musgrave
MuckRock News
Department MR 5938
PO Box 55819
Boston, MA 02205-5819

RE: Freedom of Information Act Request
FOIA Control No.: 13-FI-HQ-01658

Dear Mr. Musgrave:

This letter is in response to your Freedom of Information Act (FOIA) request dated June 5, 2013. You asked for all complaints submitted against federal housing landlords via the multifamily housing complaint line for the past 10 years.

When responding to a FOIA request, the Department of Housing and Urban Development searches for responsive documents existing up to the date that the request is received in the Department's FOIA Branch. Your request was received on June 6, 2013.

Your request is granted in full at no cost. In an email dated July 25, 2013, to Sandra J. Wright of my staff, you stated that if the database is not available, then the number and types of complaints is sufficient. Enclosed is a list which contains the numbers and types of complaints.

For your information, your FOIA request, including your identity and any information made available, is releasable to the public under subsequent FOIA requests. In responding to these requests, the Department does not release personal information, such as home address, telephone number, or Social Security number, all of which are protected from disclosure under FOIA Exemption 6.

If you have any questions regarding your request, please contact Sandra J. Wright at (202) 402-5510. Thank you for your interest in the Department's programs and policies.

Sincerely,

Dolores W. Cole
Director for FOIA and
Executive Correspondence
Office of the Executive Secretariat

Enclosure

Complaints by Resolution Action 2003 thru 2013				
Year	Management	Maintenance	Fraud/Abuse	Discrimination
2003	1557	835	44	83
2004	2218	1503	56	40
2005	3126	1557	48	40
2006	4064	1579	45	41
2007	4018	1461	28	34
2008	3721	2010	54	34
2009	1067	2091	45	31
2010	829	2066	54	34
2011	1242	2342	194	74
2012	2825	2015	412	63
2013*	1475	937	118	39
Totals	26142	18396	1098	513

*Note: 2013 Data is from 1-1-13 to 6-18-13 at 10:15am